



EMERGENCY WATER CONSERVATION MEASURES

FREQUENTLY ASKED QUESTIONS

August 23, 2022

Is Hayward rationing water?

Hayward currently has a Level 2 water shortage due to ongoing and severe drought conditions. We are asking all customers to comply with the City's Level 1 and 2 water use reductions on pages 20-22 of the [Water Shortage Plan](#), and to voluntarily reduce water use by 11% to help meet the San Francisco Public Utilities Commission's (SFPUC) system-wide reduction target, as well as the request from the governor to conserve water during the drought. Hayward purchases all its potable water supply from the SFPUC and it is critical that we meet these goals over the summer months. We do not yet have mandatory rationing—however, if Hayward and the other agencies that purchase water from the SFPUC don't voluntarily meet the reduction goals, it is possible that the SFPUC may implement mandatory rationing.

What are the requirements of the Level 2 water shortage measures?

The Level 2 water shortage measures focus on limiting outdoor water use, and include the following requirements:

- Limit irrigation - Irrigate no more than three days per week, between the hours of 9 p.m. and 6 a.m.
- Fix irrigation leaks and faulty sprinklers
- Cover pools and spas
- Eliminate non-essential water use (including the irrigation of commercial and industrial turf that is solely ornamental)

Remember – there are also a number of water-wasting activities which are prohibited year-round in Hayward, drought or not. Those include:

- Any use of water that results in flooding or runoff into gutters or streets
- Any use of water for irrigation in a manner that causes excessive water flow, overspray, or runoff onto non-irrigated areas
- Irrigation during and within 48 hours after measurable rainfall
- Application of water to driveways and sidewalks
- Using a hose for any purpose, including vehicle washing, unless the hose is equipped with a shut-off nozzle
- Using a decorative fountain or other ornamental water features unless the water is recirculated
- Serving water in restaurants and bars unless specifically requested by the customer
- Washing towels and linens daily in hotels and motels unless specifically requested by the customer

What should I do if I see these activities occurring?

Please let us know. Sometimes people are not aware that their irrigation system is malfunctioning or that what they are doing is not permitted. We will notify them in writing of the regulations. Keep reading for information on how to report incidents.

What if the wasteful activity continues?

These situations will be handled progressively on a case-by-case basis up to the maximum extent under State and City regulations.

What if I see water waste at a City or other public facility?

By all means, let us know as soon as possible. We are trying to reduce our water use and make every drop count, but we have a lot of area to cover and sometimes a problem can go unnoticed for a while. We count on the community to let us know and we will respond as quickly as possible.

How can I report water waste incidents?

You can report water waste at www.hayward-ca.gov/services/city-services/report-water-waste. We will need an address where the activity is occurring and a description (irrigation water flowing into the streets, washing sidewalks, etc.). You are not required to leave your name, but it is helpful to have your contact information in case we have questions. We will not share your name with anyone.

Does Hayward offer any water conservation assistance programs?

Yes, Hayward offers several incentives for those interested in installing water conservation devices at their home or business. Learn more about these opportunities at www.hayward-ca.gov/drought.